

➕ View up to date information on how Illinois is handling the Coronavirus Disease 2019 (COVID-19) from the **State of Illinois Coronavirus Response Site** (<https://coronavirus.illinois.gov/>).



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Inmate Phone Services

Inmates cannot receive telephone calls, but can make collect calls to those on their approved calling list. If you want to receive collect calls from an offender, you will need to write the offender and ask to be placed on the offender's approved calling list.

Offenders have scheduled times when they can make collect calls, which are determined by their living unit's schedule. All offender telephone calls are subject to monitoring and recording at any time by Departmental staff, unless prior special arrangements have been made to make or receive an unmonitored attorney call. All requests for unmonitored attorney calls must be processed by a member of the IDOC legal staff.

Participation or initiation of three-way calls by inmates is strictly prohibited by IDOC rules, and will result in disciplinary action.

Securus (1-800-844-6591 (tel:18008446591)) is the only service provider used by the Illinois Department of Corrections for inmate telephone services.

If you have questions regarding receiving collect calls from inmates, you can call Securus for information. If you wish to receive collect calls from offenders on a cell phone, you will need to call Securus to setup a prepaid account prior to accepting calls. If you have a land line phone you may set up a prepaid account or a direct billing account. For collect or prepaid collect information, please call Securus at (**1-800-844-6591 (tel:18008446591)**.)

On this system, the following number will display for Caller ID: **1-866-718-4777 (tel:18667184777)**.

Securus Correctional Billing Services (CBS) at: 1-800-844-6591

Any questions regarding calls from inmates, please contact Securus Customer Service: **1-800-844-6591 (tel:18008446591)** or email customer services at: customerservice@securustech.net

For more information visit www.securustech.net
(<http://www.securustech.net/>)

Blocking inmate calls

All collect calls coming from an IDOC inmate are announced where you have the ability to accept, block or receive a rate quote. You can also contact Securus (**1-800-844-6591 (tel:18008446591)**) to block inmate calls.

Note: Securus is the only service provider for inmate phone services being used by the Illinois Department of Corrections (IDOC). There are reports of friends and family setting up accounts with companies other than Securus for phone service with IDOC inmates. Please ensure that you are setting up accounts with Securus Technologies as accounts with other companies could be blocked.